

Hawaii WIC News

NEWS FOR WIC STORES

Winter 2020

WE WANT TO THANK YOU!

It has been a long time coming, but eWIC Cards are in full effect and WIC Checks no longer exist in the State of Hawaii. Hawaii WIC staff ensured that over 130 store POS systems were ready. WIC staff also helped train and provide support statewide during rollout.

The Covid-19 pandemic and subsequent shut down created unique challenges during this time, in particular to our Maui and Big Island stores. A special Mahalo to those stores and their staff for rising to the challenge and ensuring that our statewide eWIC rollout was a success.

We want to thank each of you for being such a wonderful partner in providing nutritious foods to WIC clients and learning about eWIC alongside us.

We continue to be available to provide support and technical assistance to you on any issues or questions you may have. Please contact your Vendor Management Specialist anytime. We are happy to help. **MAHALO!**



Minimum Stocking Requirements Update

Hawaii WIC will continue to suspend the State mandated Minimum Stocking Requirements (MSRs) until further notice. When MSRs will be enforced, Hawaii WIC will provide a thirty (30) day notice to vendors prior to reimplementation.

Federal MSRs will continue to be enforced. Hawaii WIC Vendors MUST have the following in stock AT ALL TIMES:

- **Two different fruits**
- **Two different vegetables**
- **One WIC allowed whole grain cereal**

Hawaii WIC allowed whole grain cereals are listed on pg. 18 and 19 of the [Hawaii WIC Approved Food List](#).

DID YOU KNOW...

A second form of identification is no longer required to make a WIC purchase?

- Just the eWIC card and PIN are all that is needed.
- Please DO NOT ask for a second form of identification if the customer is using WIC
- It is ok to check ID if the purchase is a mixed basket purchase and multiple forms of payment are required AND it is store policy to check ID on these forms of payment (example: credit/debit)

REMEMBER: TREAT EVERY WIC CUSTOMER AS YOU WOULD A NON-WIC CUSTOMER

REMINDER:

Hawaii WIC families will be able to redeem their benefits for Similac Sensitive, Similac Spit-up, and Similac Total Comfort

at authorized WIC vendors. THERE IS NOT A STOCKING REQUIREMENT FOR THESE ITEMS. If your store already carries these products you can expect them to start being purchased by WIC participants that have been issued these types of formula in their benefit.

Stores are not required to stock this item. AT THIS TIME THERE IS NO PLAN TO REQUIRE VENDORS TO STOCK THESE ITEMS.

NO ACTION IS REQUIRED on your part. Your store POS system has already downloaded the new allowable UPCs from our APL.



WIC Shopper App: Not Just for WIC Participants

The FREE WIC Shopper App is a useful tool to determine if an item is WIC allowed.

Just download the free app from your app store and select "Hawaii" from the WIC provider list. Tap the "Scan Barcode" button and scan the UPC with your smart phone.

You do not need a WIC ID to use this app.



Winter 2020

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Hawaii WIC Has Discontinued its "Least Expensive Brand" Policy

Hawaii WIC no longer has a "Least Expensive Brand" (LEB) policy in effect. WIC participants that have been issued MILK or EGGS are authorized to purchase any WIC eligible brand of these items.

In addition, cashiers no longer have to worry if an item is the LEB. The POS system will determine if an item is WIC eligible.

Please remind cashiers/staff that they no longer need to determine if an item is the LEB and remove any remaining LEB signage in your store to avoid confusion.

WIC Shelf Talkers (Channel Strips) and Door Sign

WIC shelf talkers are used to assist WIC participants in identifying WIC foods. It is recommended that vendors place the WIC ALLOWED FOOD shelf talkers on shelves where WIC foods are displayed. Shelf talkers that endorse a specific food or brand are not allowed.

Combined with the WIC Shopper APP, shelf talkers will assist WIC customers in bringing the correct items to the cashier for checkout, thereby reducing check-out times. Vendor produced shelf talkers must be approved by the Hawaii WIC Vendor Unit in advance.

Please take time to ensure shelf talkers are placed in front of the correct foods to avoid confusion at check-out.

Re-applicable window clings are also available and are a useful way to identify your store as a Hawaii WIC vendor.

Click [HERE](#) for a WIC Vendor Order Form



4" x 1.875"



2" x 1.25"



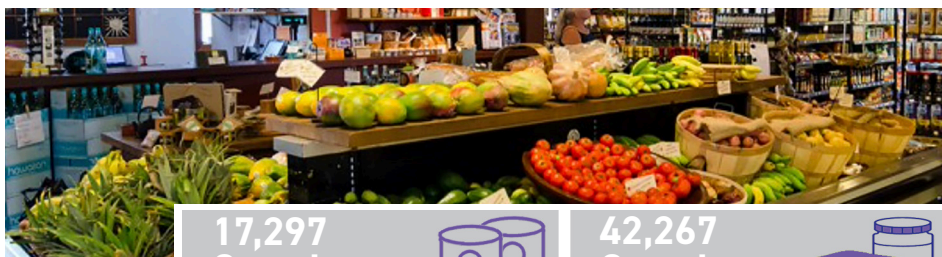
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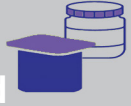









WIC Door Sign

WIC Impact FY 2020

- Over 41,000 women, infants and children received benefits
- Over 1.4 million WIC items purchased
- 131 Hawaii WIC vendors
- \$20.3 million dollars in WIC foods purchased



Average Quantities of Foods Purchased Each Month FY 2020

32,300 Gallons of Milk 	15,524 Cartons of Eggs 	17,297 Containers of Formula 	42,267 Containers of Baby Food 
8,448 Quarts of Soy Milk 	3,586 Cans of Fish 	13,039 Pounds of Cheese 	13,147 Boxes of Cereal 
3,031 Pounds of Dry Beans and Peas 	3,936 Containers of Tofu 	3,497 Containers of Yogurt 	7,832 Jars of Peanut Butter 
9,099 Cans of Beans 	Based on data from CQuest Vendor Management v4.4.22 Food Category Redemption Report for FY2020 generated on 11/27/2020		

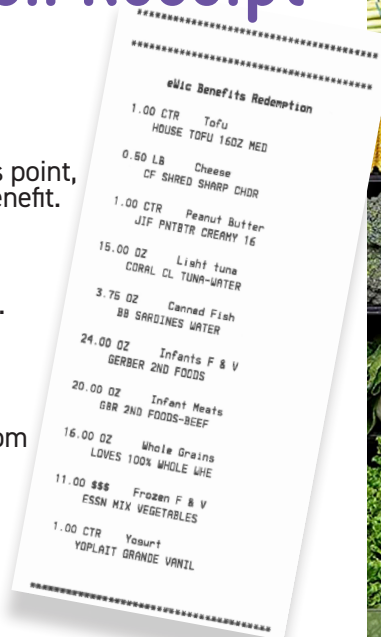
The Importance of the Mid-Transaction Receipt

The mid-transaction receipt will show the WIC foods that will be redeemed in the transaction. It is VERY IMPORTANT to give this receipt to the WIC participant PRIOR to completing the transaction.

- Foods that are not on the mid-transaction receipt will NOT be paid for by WIC.
- When the mid-transaction receipt prints out, the transaction is not yet finalized. At this point, the transaction can be voided and no benefits will be removed from the participants benefit.
- If the WIC participant approves the transaction (presses "yes" on the PIN pad), the transaction will be completed if this is a WIC only transaction
 - At this point, the foods purchased will be removed from the participants benefit.
- If this is a mixed basket transaction, after pressing "yes", the POS will prompt for a secondary form of payment.
 - When secondary form of payment is entered (and the amount due is \$0.00), the WIC transaction will be completed and the foods purchased will be removed from the participants benefit.

Once a transaction is completed, it CANNOT be voided. Benefits removed from a participants benefit CANNOT be put back on.

If this is a mixed-basketed transaction, the WIC participant MUST swipe their eWIC card first if they want to use WIC to pay for their items.



Helpful Tips for Integrated Stores Only:

Contact your POS provider for the following issues:

- Questions about your POS system.
- Questions about mapping fresh produce UPCs.
- If you suddenly can't transact eWIC.

If a WIC allowed item is not deducted from the WIC card, consider one of these possibilities:

- The item may not be available for that customer. Check the beginning balance to see if this is the case. Example: Whole milk was selected but only low-fat or non-fat milk is available on the WIC card.
- A fresh produce UPC may not be mapped/linked to a PLU on our APL. Example: A five pound bag of oranges doesn't scan as WIC allowed, and it may need to be mapped to a PLU for bulk oranges. Mapping is done at corporate or store level. For chain stores, send mapping issues to our corporate office.
- You may need to manually update the APL file in your system. Work with your POS provider or corporate office to set up automatic updates

If you are unsure if a WIC transaction was completed, run a Balance Inquiry and compare it to the midpoint receipt. If the two balances do not match, it indicates a purchase was made. Let the customer have the items and do not re-run the transaction.

If coupons for non-WIC items do not work in a mixed-basket transaction, you may need to void the non-WIC item that the coupon is for, and then run a separate transaction for that item to use the coupon.



Please forward any questions or comments by email or phone to:

DOH.wic.vendor@doh.hawaii.gov

Phone: (808) 586-8392



This institution is an equal opportunity provider.

Helpful Tips for Stand-Beside Stores Only:

Call FIS at 1-888-347-5450 if:

- Your stand-beside terminal is not working correctly.
- You have payment questions.
- You need training on you stand-beside terminal.

Please note: When calling FIS you may need to provide your Location ID that is listed on the side of your terminal and your WIC Vendor ID.

WIC Purchase – Reduce Quantity

This function can be used to reduce the individual item quantity.

1. At any point during the scanning process, press F2 (List) to view the list of scanned items.
2. Press F1 (Prev) and F2 (Next) to navigate through the list.
3. When you locate the desired item, press F3 (Qty) to view the quantity of the item.
4. Change the quantity to the desired amount by pressing BACK on the terminal to highlight the amount, enter the new amount, and press ENTER. The item quantity will be modified in the shopping list, but not in the individual's WIC benefit balance.
5. Press ENTER to finish the transaction.

WIC Purchase – Print Scanned Items

This function can be used to print the scanned items before sending the transaction to the host.

1. At any point during the scanning process, press F2 (List) to view the list of scanned items.
2. Press F4 (Prnt) to print the list of items that have been scanned.

WIC Purchase – Reprint Receipt

This function is used to reprint a receipt within 24 hours of the transaction. It will print both the cardholder and merchant receipts.

1. Press REPRINT (3rd purple function key). By default, the last transaction will be displayed.
2. To print the last receipt, press F3 (Prnt).
3. To find a different transaction receipt to print, press F1 (Prev).
4. Navigate through the list by pressing F1 (Prev) or F2 (Next), and press F3 (Prnt) when the desired item is located.

